



PACIFIC MESSENGER

August 2000

Vol. 1 Issue 1

FROM THE LEAD AGENT

MG Nancy R. Adams, AN, USA
Lead Agent, TRICARE Pacific



The past twelve months have been extremely active and rewarding for the Pacific region. The fiscal year began with the appointment of a new Lead Agent. For the past several years, the Lead Agent position rotated through the Army, Navy and Air Force Command Surgeon's offices.

In October 1999, the Commanding General for Tripler Army Medical Center was designated as the permanent TRICARE Pacific Lead Agent. As the new Lead Agent, I discovered many challenges and opportunities. First, and most importantly, I would like to acknowledge everyone's hard work and dedication throughout the region. As medical leaders, we consistently combat political and economic situations that force us to optimize dwindling resources and stress best business practices. The accolades recently bestowed on several of our regional facilities serve to further recognize the high quality of our MTF personnel.

Highlights for the first year include the presentation of the Joint Meritorious Unit Award to the TRICARE Pacific Lead

Agency (TPLA), by the Secretary of Defense, for its outstanding performance in healthcare delivery to our beneficiaries. The TPLA is the first Lead Agency to receive this prestigious honor.

Secondly, the Pacific region was recognized, by TMA, as the top performing region in the provision of beneficiary access to care. This is exemplified by the awarding of TMA's MTF Access Award for OCONUS Clinic and Hospital to the 354th Medical Group, Eielson AFB, Alaska and the 3rd Medical Group, Elmendorf AFB, Alaska, respectively. These awards are not due to the work of just a few individuals. Instead, they represent the efforts of entire MTF teams.

Another major accomplishment for this first year has been the development and implementation of a Regional Case Management Program. The intent of the program is to facilitate beneficiary movement between regional health care facilities to ensure the beneficiary receives the appropriate care nearest to his or her duty station.

In closing, I would like to thank all the staff members across the region for their tremendous efforts while taking care of our beneficiary populations. You truly represent military medicine at its best.



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Featured Articles

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* Dr. Sears visits Pacific region

* Pacific Lead Agency receives Joint Meritorious Unit Award

* Pacific e-Health Center receives award from CIO Magazine

Pacific Lead Agency Welcomes New Executive Director



The TRICARE Pacific Lead Agency (TPLA) welcomed the arrival of CAPT Barry Cohen to the Pacific Region. He succeeds CAPT Richard Welton as the Lead Agency's Executive Director. He recently served as the Deputy Director/Medical Director for Region 9, Southern California. We would like to welcome CAPT Cohen and his family into the TRICARE Pacific "Ohana" and bid a warm farewell and best wishes to CAPT Welton and his family as he relocates to his new assignment at the TRICARE Management Activity (TMA) in Washington D.C.



TRICARE'S Executive Director Visits Pacific

In February 2000, TRICARE's Executive Director, Admiral (Ret) Dr. James T. Sears visited several sites in the WESTPAC Area of Responsibility (AOR). His visits included stops at Military Treatment Facilities (MTFs) in Japan, Korea, Guam, Singapore and Hawaii. The visit focused on issues and concerns shared by regional providers, senior enlisted personnel and beneficiary groups.

Beneficiaries from across the region voiced a high degree of satisfaction with the TRICARE program. Additionally, Dr. Sears pledged to continue working to resolve some of their primary concerns such as those involving claims and claims processing.

While in Korea, Dr. Sears visited U.S. facilities along the Demilitarized Zone (DMZ). As part of his visit, Dr. Sears paid respects to the memorial site of two U.S. Army Officers (CPT Arthur Bonifas /1LT Mark Barrett) killed in August 1976 while serving on the DMZ.



Dr. Sears discusses issues with a Guam provider group



Dr. Sears meets with Senior Enlisted personnel in Yokota, Japan

TRICARE Pacific Lead Agency Receives the Joint Meritorious Unit Award



May 31, 2000– Tripler Army Medical Center, Honolulu, HI

The Joint Meritorious Unit Award (JMUA) was presented to the TRICARE Pacific Lead Agency in recognition of its outstanding service provided to military beneficiaries throughout the Pacific region.

The award was presented by TRICARE Management Activity's Deputy Executive Director, Ms. Dianna Tabler to MG Nancy R. Adams, Lead Agent and Commanding General, Tripler Army Medical Center, Pacific Regional Medical Command. The

Pacific Lead Agency is the first of the thirteen TRICARE Lead Agencies to receive this prestigious award from the Secretary of Defense. The award represents the hard work and dedication of many people and exemplifies the commitment of the Pacific Lead Agency staff to provide quality medical care to all regional beneficiaries.

CAPT Richard Welton, former Executive Director for the TRICARE Pacific Lead Agency, said he is proud of the agency staff and pleased that they are being recognized for all they have done.

(From L to R, HMCM Clark Hitchcock, Ms. Dianna Tabler, MG Nancy Adams, CAPT Richard Welton)



SENIOR ENLISTED PERSPECTIVE

HMCM (SW/FMF) Clark D. Hitchcock, Senior Enlisted Advisor

Aloha! It's a privilege to serve as Senior Enlisted Advisor to TRICARE Pacific's Lead Agency (TPLA) and I'm happy to contribute to our first newsletter. In the months ahead, I plan to share my personal and business perspectives

on a wide range of TRICARE issues and initiatives.

TRICARE's Pacific Region incorporates four distinct sub regions designated as TRICARE Hawaii, TRICARE Alaska, TRICARE Western Pacific (WESTPAC) Military Treatment Facility Affiliated, and TRICARE WESTPAC Remote Sites. Each program represents a very unique set of needs, expectations, and challenges. TPLA extends a common, portable, military health care benefit to over 50 countries, across 13 time zones and the international date line.

TPLA oversees healthcare for over 400,000 TRICARE eligible



beneficiaries. In addition, we work closely with all the uniformed services, the Department of Veterans Affairs, the Department of State and others throughout the region.

Timely local access, or referral when appropriate, to the closest quality health care providers and facilities remains a TRICARE imperative. Particular emphasis or attention is placed on the respective military missions, needs of the individual patients and patient families. The TRICARE Prime and Standard benefits are being brought into better focus to promote, maintain, or restore health.

(Continued on Page 4)



SENIOR ENLISTED

(Continued from Page 3)

Included is oral health and dental care as integral services. Similarly, greater success has recently been achieved in reducing or eliminating unnecessary individual out-of-pocket costs for many patients and/or patient families.

As compared to less than a year ago, a number of milestones and accomplishments have been achieved. The Commander General of Tripler Army Medical Center has been designated as the permanent TRICARE Pacific Lead Agent. The office has been assigned a permanent and full time Senior Enlisted Advisor (E-9). TPLA's Regional Case Manager has built a dynamic network of case managers throughout the region to ensure our beneficiaries receive the right care, at the right time and at the right place.

International SOS, which arranges



medical services for many Fortune 500 status companies, has been contracted to provide

“Western” style medical and dental care and aero-medical evacuation services, when necessary, to active duty and their TRICARE Prime family members serving in extremely remote areas within the Pacific region.

Additionally, active duty personnel serving in designated remote areas of the United States are now afforded the benefit of routine, urgent, and emergent medical and dental care through locally established provider networks (TRICARE Prime Remote) with virtually no out of pocket expenses.

An incredible TRICARE team effort is being played out across the Pacific region.

One key essential element in maintaining optimal TRICARE



benefit success will be realized through improved utilization, and integration, of the collective Pacific senior enlisted leadership communities

As a team, we must communicate clearly, with integrity, and mutual respect. We need to share the greatest sense of vision. I look forward to an open and friendly dialog, which, at a minimum, should better ensure our individual TRICARE perspectives are insightful and supportive of our people and the missions they must execute.



CLINICAL SERVICES

The Clinical Services Directorate consists of:

COL Lennie Enzel,	Army Nurse Corps	Director and Senior Case Manager
LTC David Reid,	Army Dental Corps	Dental Programs Manager
TSGT Louise Ratleff	U.S. Air Force	NCOIC, Clinical Services & Data Mgr
Mr. Bob Barnes,	Department of the Army	Health Systems Specialist
	Civilian	



The Clinical Service Directorate supports the TPLA Medical Director and the four product lines providing oversight and guidance on myriad clinical issues. Current initiatives involve expanding the Alaska Case Management Network, honing the Pacific Case Management Database, and integrating the medevac case manager role into Primary Care Optimization (PCO).

CHCS Duplicate Patient Records

Mr. Bob Barnes



With the anticipated deployment of the National Enrollment Database (NED), Managed Care Program (MCP) personnel throughout TRICARE Pacific are attempting to identify and correct enrollment data discrepancies between their host CHCS platforms and reported DEERS enrollments. Often these discrepancies are the result of duplicated patient records on the CHCS platform. CHCS provides a feature which aids in spotting these records. It is part of the Patient Management Menu and allows for, not only identification of potential duplicate patient records, but merging of those records, if requested. This function should be run at least once a week and is usually performed by the hospital Patient Administration Departments. For additional information, please check with your Patient Administration Branches to determine the current status and policies for running this feature at your CHCS site.

Appointment Standardization Integrated Process Team (ASIPT)

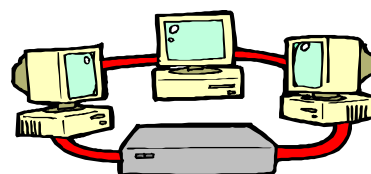
TSGT Louise Ratleff

The purpose of this project is to develop an implementation plan for standardizing the appointment type, clinic name and other appropriate data elements within the Military Health System Composite Health Care System (CHCS). In October 1999, the ASD (HA), Dr. Sue Bailey, along with Managed Care Support Contractors (MCSC) CEOs and the Deputy SGs were briefed on this initiative. The ASIPT met with MCSC representatives during November 1999 and conducted various meetings to 1) Clarify system requirements and related issues, 2) Address issues from MTF feedback and 3) Begin work on the appointment scheduling process flow model. The Policy for Standardized Appointment Types has been signed by the ASD/HA. The policy mandating the use of MCP for appointment booking is in coordination. Phase one of the ASIPT began with an Alpha Test in August 00. In October 00, the program will be implemented MHS wide.

National Enrollment Database (NED)/PCMBN

TSGT Louise Ratleff

Standardizing enrollment procedures and resolving portability issues are two significant TRICARE challenges. The expected solution for these issues is NED. The DEERS 3.0 redesign is a very large and extensive project that will affect numerous information systems that support TRICARE. Full Operational Capability for this redesign will be implemented in FY2001 and FY2002.



Program Updates:

The initial NED release is expected in the November/December timeframe. TMA has decoupled the Primary Care Manager By Name (PCMBN) program from NED, however they are very aware that NED directly impacts the way MCSCs/MTFs will perform enrollments. All services are still required to meet their respective PCMBN guidance; Army - 1 Jul 00 and AF/Navy - 30 Sep 00. The Universal Enrollment card will rollout as planned with NED.

An Important Message for the Pacific Region Case Management Team

TSGT Louise Ratleff

Please ensure that all Case Managers and A/E clerks have contacted TSgt Ratleff to establish a Remote CHCS account to help facilitate patient movement. Please provide an accurate email address when completing your application so that TAMC IM staff can forward your account information. Also, remember to complete the Security Clearance Verification form in the application. We cannot process your application without it.

HEALTH PROMOTION

Health Care Information Line (HCIL)

The HCIL is available to all Military Health System (MHS) beneficiaries to provide health care information, and to assist them in determining the appropriate level of care to access as needed. All beneficiaries eligible for care in the direct care system, which includes AD, ADFM, retirees and their family members, individuals eligible under Medicare, and dependent parents-in-law, may utilize this service. The HCIL has several features: an audio health library, which is a series of over 500 pre-recorded up-to-date audiotapes covering a variety of medical topics, for example, asthma, the flu, childhood fevers, an online option that includes a health assessment, guest speakers, healthy recipes, and much more. The HCIL lines also provides the user with an option to speak directly with a nurse to discuss individual health care concerns.

Each area of the Pacific has its own unique toll free HCIL number (see page 10). The HCIL can also be assessed overseas via an international number or through the Internet. ISOS call centers provide similar telephonic advise services in WESTPAC Remote areas.



Taking Care of Yourself

Nearly 15,000 Taking Care of Yourself and Taking Care of Your Child books have been shipped to MTFs or POCs at remote sites. Please ensure these are incorporated into your total Primary Care Optimization plans as discussed in the TRICARE Prime Program Education Materials letter dated 22 Oct 99 from the TPLA Executive Director. By providing some brief hands on training you greatly enhance the successful use of this demand management tool. Consider adding a label inside the front cover that lists important telephone numbers such as the HCIL, poison control, the HCF, PCM access during duty hours and after hours.

DENTAL

LTC David Reid

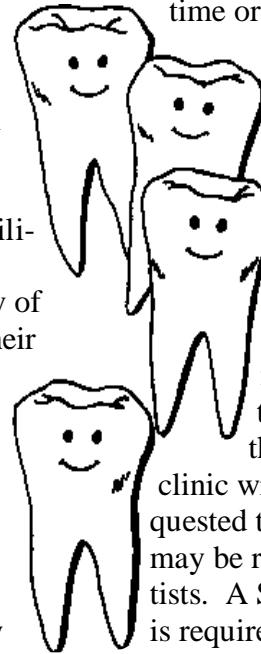
Last year the TRICARE Family Member Dental Plan was expanded to provide coverage worldwide. Since United Concordia Companies, Inc. administers all the military dental insurance, many features have remained the same—covered benefits, yearly maximums, life- and time orthodontic benefits, monthly deductions.

There are however, in some differences how to seek care and in cost shares OCONUS.

In Korea, Japan and Okinawa the military dental clinics have been staffed to provide care to both active duty and their family members. All members must first seek care at their military dental clinic. In those instances where the requested treatment, the family may be referred to qualified local dentists. A Statement of Non-Availability is required for all treatment outside the military dental clinic except UCCI covered emergency care.

In all other countries throughout the Pacific, family members are strongly encouraged to contact International SOS to coordinate care. All OCONUS orthodontic care will require a Statement of Non-Availability from the Lead Agent or military dental clinic.

Although some of the usual cost shares will be paid for the family member receiving care in a foreign country, filing a pre-treatment estimate with UCCI is highly recommended to ensure against cost surprises. Remember that some types of care may not be available in every location and that not all foreign dentists provide care at a level equal to U.S. standards.



ALASKA

CDR Bill Perry
Director, Alaska Operations

April 17, 2000- Fort Wainwright, AK

Ground-breaking signals construction start for new Basset Army Community Hospital

Written by Mr. Danny Turner, HBA, Bassett Army Community Hospital, Alaska



From L to R , BG Hill, Mr. Leo Vasser, MG Case, Mrs. Peggy Holt, Sen. Stevens, Sgt. Gwendolyn Jenkins, Mr. DeLeon, SRA Cook

Ground breaking for the new Bassett Army Community Hospital took place on April 15, 2000. Among those present were Alaska Sen. Ted Stevens, Deputy Sec. Of Defense Hon. Rudy DeLeon, MG Dean W. Cash, Commanding General USARAK, BG Mack Hill, Commanding General, Western Regional Medical Command, and COL Steven A. Greenwell, Commander, Bassett Army Community Hospital.

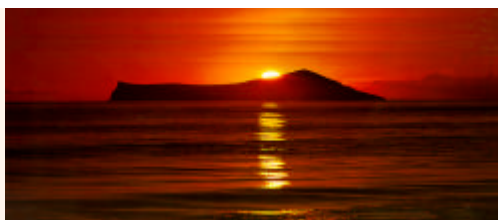
Construction of the \$133 million hospital is scheduled to be completed in 2005. The facility is purposefully designed to promote health and wellness.

Beneficiaries will be encouraged to participate in self-education and prevention programs by using the Resource Center and information pavilions.

Features of the new 258,000 square foot hospital include 22 medical/surgical beds, 10 labor/delivery, recovery and postpartum beds as well as outpatients clinics.

After completion of the new hospital, the current hospital, built in the early 1950's, will be demolished.

MAJ (P) Randy Howard
Director, Hawaii Operations



HAWAII

GETTING IN TOUCH WITH YOUR PCM

It's 2:00 in the morning, and you or your loved one aren't feeling well. The clinics are closed, but you really believe your health issue needs to be addressed now. Who are you going to call? Your PCM! In Hawaii, all TRICARE Prime patients are enrolled to a PCM by name. Each PCM is backed by a team of providers. This concept ensures 24-hour access to your PCM. While you may not always speak with your assigned provider, you will speak with a member of the provider team. In addition to this support, you can always call the Health Care Information Line (HCIL) and speak with a registered nurse, who will help you decide the best course of action for you. In **Hawaii**, to speak with your PCM or to call the HCIL (**1-800-611-2883**), use the following numbers:

PCM	During Duty Hours	After Duty Hours
TAMC Family Practice	433-2500	433-2500
TAMC Pediatrics	433-9226	433-9226
TAMC Adult Medicine	433-6605	433-6605
TAMC Gynecology	433-9026	433-9026
Schofield AHC	433-8155	433-8155
BMC Makalapa	473-0247	473-0774
BMC Kaneohe	473-0774	
BMC Barbers Point	684-8245	473-0774

CDR Ann Bobeck
Director, WESTPAC Operations

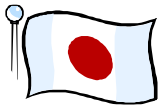
Major Doug Williams
Asst.Dir, WESTPAC Operations
MTF-Aligned

WESTPAC

WESTPAC OPERATIONS

Ms. Chris Fetz
WESTPAC Svc Center Mgr

Ms. Mira Pauh
WESTPAC Svc Center Rep



Japan



Korea



Guam



WESTPAC Remote

We would like to use this section to share some of the good things WESTPAC facilities are doing in the field. Below are excerpts from an article released by the PAO at NH Yokosuka regarding their one-stop inprocessing. If you have any activities or unique programs you would like to share, please forward them to TPLA for publication in future newsletters.

Yokosuka PPIP first in Navy to link Medical-Dental access

Written by Mr. Bill Doughty, Public Affairs Officer, Yokosuka Naval Hospital, Japan

Virtually everyone in Yokosuka now goes through a new and important office at the Naval Hospital: PPIP, or Put Prevention Into Practice. PPIP Offices have been set up at Military Treatment Facilities (MTFs) to provide tailored health care assistance to TRICARE Prime patients, letting them know how to access their health care benefits, and teaching them how to practice good preventive care.

"We are the first program to stand up medical and dental together in the Medical Department," reports CDR Denise McDowell, head of PPIP. "We realized early-on that we needed to get folks enrolled in the program, and the best way to do that was to attach to the dental T2 exam. So, when individuals make an appointment for their annual exam, they first come into PPIP."

At PPIP, beneficiaries complete a health evaluation survey. Next, they receive personalized counseling from a Registered Nurse. Then, they go to their dental appointment. Finally, they go to the Immunization Clinic if they need immunizations.

.....Newcomers to Yokosuka start their access to medical and dental care at PPIP. Incoming beneficiaries can now check in at one office for both medical and dental -- including TRICARE enrollment. It's all done by appointment at PPIP; just call 243-8980.

"They come in, we enroll them in TRICARE, we assess whether or not they should be enrolled in the Exceptional Family Member Program, and we give them all of the information that they need for accessing medical and dental care. We do a complete review," said CDR McDowell.

The health evaluation survey is a do-it-yourself computerized review. "People really want to take part in their health care," she adds. "They want to know what to do. They want to know what the requirements are so that they ensure they take good care of themselves and their family members."

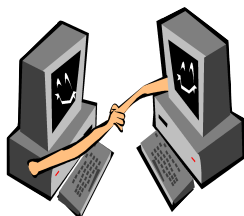
"The entire process for new check-ins takes probably 30 to 45 minutes," said CDR McDowell. "We go through all the information that you'll need while you're here regarding self-care techniques, how to access the HCIL (Health Care Information Line), how to use the (Take Care of Yourself or Healthwise) Handbook, how to access care, and what to do if your baby wakes up with a high fever in the middle of the night."

....The Health Promotion office, located next to PPIP, offers tools, classes, and specific information to beneficiaries....

Special Note: The Lead Agency would like to recognize the staff at the Naval Hospital Guam for the successful implementation of its PCM-By-Name and MCP-HCF Booking Module. The hospital was the first in the WESTPAC region to establish this program and, as a result, increased the hospital's ability to provide support for other WESTPAC MTFs.

THE PACIFIC e-HEALTH INNOVATION CENTER AT TRIPLER ARMY MEDICAL CENTER, HONOLULU HI NAMED WINNER OF CIO MAGAZINE'S ENTERPRISE VALUE AWARD

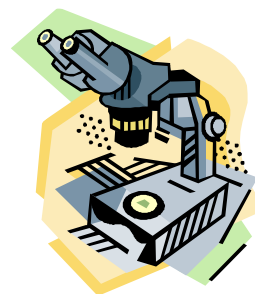
February 9, 2000- Honolulu, HI



CIO Magazine has presented its Enterprise Value Award to the PACIFIC e-HEALTH INNOVATION CENTER at Tripler Army Medical Center. The award is given to organizations that demonstrate the value of information technology and show how it can increase profitability.

The PACIFIC e-HEALTH INNOVATION CENTER won the award for its Pacific Oncology Outreach Program/Internet Tumor Board Project which provides a forum/platform for medical specialists, technology specialists, and administrative personnel to obtain remote access to Tripler Army Medical Center's Tumor Board for interdisciplinary specialist consultation

patient care management and continued education (CME/CE) via the Internet. For more information, please contact us at 808/433-3600 or visit our Website at <http://prpo.tamc.amedd.army.mil>.



MARKETING & EDUCATION

Ms. Gertie Francoise
Director, Marketing & Education

MSG Doug Sims
Asst. Dir, Marketing & Education

Over the past year a philosophical change has occurred concerning the way we, as a region, present the TRICARE program. Marketing TRICARE, in the traditional sense, has given way to the idea of increasing our beneficiary's overall program knowledge and awareness.

Several education initiatives have been developed, or purchased, by the Lead Agency to facilitate this ongoing effort. These projects include the Taking Care of Yourself " and "Taking Care of Your

Child" Handbooks, the Patient Education Prescription Pad, and the TRICARE Pacific Magnet. These items are intended to reinforce the PCM concept among healthcare providers. Additionally, these items present self-care and wellness alternatives to our beneficiary populations.

Our thanks to the many hard-working marketers throughout the region. You are the voice of TRICARE at your sites.

Upcoming Events

November 13-17 2000
Projected timeframe for next Regional Marketing and Education Seminar, Honolulu, HI



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Regional HCIL Telephone Numbers

<u>Site</u>	<u>International Number</u>	<u>1-800 Number</u>	<u>DSN Number</u>
<u>Japan</u>	0053-111-4621	1-800-917-4372	NA
<u>Guam</u>	NA	1-800-834-9785	NA
<u>Korea:</u>			
Seoul	003811-0332	1-800-917-9172	550-4663
Kunsan	0038-11-0332	1-800-917-9172	550-9000
Osan	0038-11-0332	1-800-917-9172	550-2200
<u>Alaska</u>	NA	1-800-822-2878	NA
<u>Hawaii</u>	NA	1-800-611-2883	NA

<http://tricare-pac.tamc.amedd.army.mil>

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